

In the Claims:

Please amend claims 1, 9 and 16 and substitute the amended claims for prior pending claims 1, 9 and 16, respectively.

Kindly cancel claims 7, 8, 11, 14 and 19.

5 Claims 2-6, 10, 12, 13, 15 and 17, 18 and 20 are unchanged.

No claims are added.

Claims 1-6, 9, 10, 12, 13, 15-18 and 20 are pending and are listed following:

1. ~~(Currently Amended)~~ A system, comprising:

a workstation having one or more computers;

one or more printing devices connected to at least one computer in the workstation; [and]

5 a remote diagnostics center located outside the workstation configured to communicate with the one or more printing devices and execute a printing device management application to obtain diagnostic data from the one or more printing devices after receiving explicit authorization to do so from a workstation computer; and

10 [wherein the remote diagnostics center is located outside the workstation]

wherein the diagnostic data is simultaneously viewable at the remote diagnostics center and at the workstation computer authorizing the remote diagnostics center to obtain the diagnostic data.

15 2. (Original) The system as recited in claim 1, wherein at least one of the one or more printing devices is directly connected to a workstation computer.

20 3. (Original) The system as recited in claim 1, wherein at least one of the one or more printing devices is connected to the workstation through a local network.

4. (Original) The system as recited in claim 1, wherein:

25 the system comprises at least two printing devices;

a first printing device is directly connected to a workstation computer;

and

a second printing device is connected to the workstation through a local network.

~~5. (Original) The system as recited in claim 1, wherein the remote diagnostics center further comprises a printer information management system that communicates with the workstation through the Internet.~~

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6. (Original) The system as recited in claim 5, wherein the printer information management system is stored on an Internet website.

7. (Canceled)

8. (Canceled)

9. (Currently Amended) A method, comprising:
communicating with a workstation having one or more computers and at
least one printing device connected to a workstation computer;
receiving explicit authorization from a workstation computer to access
printing device/diagnostic data;
receiving and displaying diagnostic data from each printing device of the
workstation only if the explicit authorization to access printing device
diagnostic data has been received; and
wherein the diagnostic data that is displayed is simultaneously displayed
at the workstation computer that authorized access to the printing device
diagnostic data.

[wherein at least one printing device is directly connected to a
workstation computer.]

10. (Original) The method as recited in claim 10, wherein the workstation includes at least two printing devices, and at least one printing device is connected to the workstation through a local network.

11. (Canceled)

12. (Original) The method as recited in claim 10, wherein the communicating further comprises communicating with the workstation through the Internet.

13. (Original) The method as recited in claim 13, wherein diagnostic software is stored on an Internet website and is concurrently accessible by more than one user.

14. (Canceled)

15. (Original) The method as recited in claim 10, wherein the printing devices further comprise printers.

16. (Currently Amended) A method, comprising:
initiating a printer information management system from a computer of a workstation having one or more computers and one or more printers connected to the workstation computers, the printer information management system obtaining diagnostic data from the one or more printers; and
granting explicit permission to a remote user to view and control the printer information management system to access the diagnostic data from the one or more printers; and
viewing the diagnostic data at the workstation computer at the same time that the diagnostic data is being viewed by the remote user.

[wherein at least one printer is directly connected to a workstation computer.]

~~17. (Original) The method as recited in claim 18, wherein the granting permission to a remote user further comprises granting permission to a remote user to access the diagnostic data through an Internet connection.~~

5 18. (Original) The method as recited in claim 19, wherein at least a portion of the printer information management system is stored on an Internet website and is concurrently accessible by two or more users.

10 19. (Canceled)

20. (Original) The method as recited in claim 18, wherein the printer information management system is network-based, and the initiating further comprises launching the printer information management system through a network connection.

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